



We respectfully acknowledge the Traditional Owners and Custodians of the land on which our facilities are built. We also pay respect and acknowledge Elders past, present and the future.

Kia Ora CKW team,

It has been another high-pressure week, which led to us moving onto a Tier 3 capacity alert on Wednesday due to the heightened demand and increased pressure on our services.

As a result, we had to execute our acute capacity and over-census plans, which meant cancelling all non-essential meetings, including the staff forum, to prioritise patients. We will re-schedule the staff forum for next week and be in touch with a new day and time shortly.

The hospital continues to experience ongoing high demand. On Monday and Tuesday, we saw our largest patient presentations through the Emergency Department (ED) with more than 230 people each day.

It is evident that every team member at CKW is working hard to manage the community needs and provide the best patient care across the patient journey through our services. A huge thanks to the ED team which kept patients moving and cleared ambulances to return to community members in need.

Patient flow, hospital coordinators and medical staff were focused on both discharging and admitting efficiently and effectively, while still seeing outpatients and undertaking required procedures and surgeries.

Clinical support teams moved patients, cleaned beds and kept the hospital overarchingly clean.

The nursing teams efficiently moved patients through their services while providing their expertise and care to those who needed to be here.

Food services managed the increased demand and smiled as they delivered meals to people, ensuring they received the right meal in a timely manner.

The Allied Health team, which stretched to manage the increased demand, while also providing outpatient support to prevent admission or readmission.

The security team, which helped keep this 'busi-ness' going, while maintaining a safe and functioning environment.

The administration teams throughout the hospital that have amazing roles, ensuring the patients are clerked and ensuring we are funded for the care we provide and the equipment we need.

To all other roles, you ALL play a huge role in keeping the hospital functioning well and our ability to support our community.

While we stepped down from Tier 3 yesterday, all treating teams are asked to continue to prioritise reviews for discharge and referral to alternative treatment services, such as hospital in the home services, where clinically appropriate. I really do appreciate everyone's flexibility and commitment as we manage this peak in demand and stabilise our system.

As part of the staff forum, the Executive Team and I had arranged some cake as a small token of appreciation for your hard work and dedication during the challenges posed by ex-Tropical Cyclone Alfred. However, as we have had to postpone the staff forum, we took the cake to the Clinical Services Building courtyard today.

This was a small gesture to say thank you for your continued commitment and resilience. While I was sad that we could not get something to everyone, I do want you all to know that CKW executive is very grateful. We know it has been a challenging time and the effort each of you has put in to ensure the care of our patients and the smooth running of the hospital has been amazing.



Perinatal Society of Australia and New Zealand Congress Awards

I would like to take a moment to congratulate Caboolture Hospital registered nurse Nicol Franz on her remarkable achievements at the Perinatal Society of Australia and New Zealand (PSANZ) Congress this week.

Nicol presented her Higher Degree by Research (HDR) on Neonatal Abstinence Syndrome (NAS) through Griffith University, competing against over 500 other abstracts. Her poster, titled *"Neonatal Abstinence Syndrome in Australia: Do Our Guidelines Align With Best Available Evidence and Global Models of Care?"* was one of approximately 250 posters presented at the congress, covering a wide range of topics from researchers at all stages of their careers across Australia, New Zealand, and beyond.

Despite facing family health concerns, Nicol attended the congress and was met with incredible success. Not only was her research highly praised, but she also won three prestigious awards:

- PSANZ 2025 President Award – Best Poster
- PSANZ 2025 New Investigator Award – Neonatal Nursing
- PSANZ 2025 Perinatal Substance Use (PSU) Research Award



These awards are a testament to Nicol's dedication and expertise in her field. We are all incredibly proud of her achievements. Please join me in congratulating Nicol on these outstanding accomplishments.

Staff safety reminders

We value and support the safety of our staff as paramount!

Recently, one of the wards approached an Occupational Violence Prevention (OVP) advisor to help create a safety plan for staff who provide care to a vulnerable, though challenging and aggressive long stay patient.

It is important to address occupational violence and to take action to improve the physical safety of all staff. I thought I would share some strategies included in the

plan:

1. Don't go into a high-risk patient's room alone. Take somebody in with you. Consider where you position yourselves. ie. close to the doorway so you're not trapped.
2. When the patient approaches you, ensure you identify your available exit points, safe rooms, etc.
3. Even if the patient is in a wheelchair or mobility impaired, be aware they may move well and quickly. Keep enough distance between you and the patient so you can exit the space if necessary (and ensure you have an exit point that is not blocked by the patient).
4. Staff have a misconception that duress is for physical safety only. Always have a portable duress alarm with you (and ensure you keep it charged!)
5. If you are undertaking patient care that requires close contact and you feel at risk due to the patient's behaviour, call Security to be on hand before beginning. (If this is a requirement it is good to liaise with security early to plan times with them).
6. The OVP advisor to be available to staff as needed. If you have a patient who you are finding challenging, the OVP advisor can work with you and your manager to develop a management plan to keep staff safe.
7. It is important that we advise patients of our expectations when they are behaving in a non-respectful way. This should be done in a timely manner by the most appropriate clinician or manager. It may be important to consider who this is from several perspectives, such as seniority, leadership, professional group or even a gender perspective, depending on who the patient best responds or listen to.
8. The staff psychologist is available for staff to talk to both individually and group sessions can be organised.
9. When you have a patient who is challenging, consider swapping staff out, so the same staff aren't providing care to the patient for an entire shift or many shifts.
10. On sites with security, they can be requested to help intervene as needed to ensure staff are feeling safe. Not as a special, but they may undertake regular walk-throughs or attend if the patient is threatening to staff. However, ensure that clinicians remain engaged with security and the patient.

Bribie Island Cancer Care Centre now open

The new RBWH Centre Cancer Care Service at Bribie Island Satellite Health Centre welcomed its first patients earlier this month, marking a major step forward in advancing cancer healthcare for locals. The new six-chair specialist outpatient service provides low risk chemotherapy, blood product support and therapy treatments for patients residing in the Bribie Island region. It has the capacity to treat up to 70 patients per week.

Congratulations to the team involved in setting up and running the new centre. If you would like to read more about the centre, check out this [Metro North Newsroom article](#).



Last night, Parker and I were invited to speak at the Bribie Island Rotary Club evening. This was a fantastic opportunity to discuss the role of the Bribie Island Satellite Health Centre (Yarun) and how the services we provide can benefit the community.

Becky from The Healthy Ageing Assessment and Rehabilitation Team (HAART) also joined us, to help explain role of HAART, which is now available at Bribie Island Satellite Health Centre (Yarun).

The HAART service provides comprehensive assessment, care planning and intervention for patients over the age of 65-years or older than 50 years for Aboriginal and Torres Strait Islander people.

The service provides individual and group-based rehabilitation to improve wellbeing, functional capacity, independence and quality of life after a recent health event, functional decline or injury.

The service is designed to support continued independence in the community and optimise the health and wellbeing of our older population.

We had a great evening and sincerely thank the Bribie Island Rotary for having us

Compassionate Care Principles

Principle 2 – care in the right setting according to patients wishes.

In my weekly messages, we have started unpacking some of the Compassionate Care Principles being implemented across Metro North. This week, I wanted to talk about providing our patients with care, in the right setting, according to patients wishes.

Providing care in the right setting according to a patient's wishes is central to person-centred care. This means respecting the patient's preferences, values and specific desires when deciding where and how they receive treatment. It's about creating an environment that supports the person's physical, emotional and psychological wellbeing. Here are some ways this can be implemented:

1. **Advanced Directives and Care Plans:** Ensure that the patient has expressed their wishes clearly through documents like living wills or advance health directives. This helps guide decisions when the patient might not be able to communicate directly.
2. **Informed Decision-Making:** Educating the patient about their options for care settings, whether that's home care, hospital care, respite, or other settings, helps them make informed decisions. For example, some people may prefer to receive care in the comfort of their own home rather than in a hospital.
3. **Holistic Care:** Understanding the full context of a person's wishes—whether they prioritise comfort, independence or specific medical treatments—ensures that the setting chosen aligns with their values and goals.
4. **Family and Caregiver Involvement:** In most cases, the patient may want family or caregivers to

be involved in decisions about care settings. This ensures that all aspects of the patient's life are considered in the decision-making process.

5. Cultural Sensitivity: Some patients have cultural, religious or personal beliefs that influence where and how they want to receive care. Being mindful of these factors helps create a respectful and effective care plan.

Principle 2 aligns with NSQHS Standard 2 'Partnering with Consumers' and Standard 5 'Comprehensive Care'.

How is your area working to ensure that you are providing patients care, in the right setting, according to their wishes?

If you have some great examples of this, please send them to [ASK KARLENE](#) so we can learn from you and your teams.

Nadine Medwin, our Patient Experience Manager in the Clinical Governance Unit is also available to support teams with any ideas they may have.

Grand Rounds - celebration of International Doctors Day

Caboolture Hospital's Grand Rounds yesterday took a lively turn as the Medical Education Unit hosted a Doctors' Day 2025 Trivia Quiz. With eight enthusiastic teams competing, the event was a fantastic mix of knowledge, teamwork and a few unexpected surprises – including an attempted musical performance by our Quiz Master!

Did you know that a group of wombats is a "wisdom"?

After a fierce but friendly competition, the winners emerged:

1st Place: "TIVA Divas" – Anaesthetics team.

2nd Place: "Puffy" – Mixed medical team.

3rd Place: "Chat bpt" – General Medicine.

Thank you to everyone who participated and helped make Doctors' Day 2025 a truly memorable celebration.



It was great to be able to attend these events and see our teams having some fun. I really want to take this moment to thank our doctors across our services and of all levels. You provide such fantastic care to our community and give so much of yourselves in that care – thank you.

The Royal Australasian College of Physicians (RACP) Accreditation



Yesterday, Caboolture Hospital underwent RACP Accreditation, led by Professor Michael Woodward.

Regular accreditation ensures that we continue to provide a high standard of physician training consistent with college requirements.

The accreditation team were able to have direct conversations with trainees, senior medical staff, executive and training leadership.

A tour of the hospital and an inspection of facilities was included in the review.

The formal debrief was positive with only a few minor issues discussed. I look forward to the formal report and any suggestions or recommendations for our consideration.

I would sincerely like to thank all the individuals and teams that worked so hard to achieve this great result

and demonstrated such a significant improvement over time.

As always, we appreciate the input of our trainees, as we are always looking to improve our workplace and make it the best place to work. A huge shout out to Dr Emma Donaldson and Dr Dominic Chan for coordinating and leading the accreditation process.

Farewell and thank you Helen and Tess

It's not goodbye, it's see you later, or better see you soon, for Dr Helen Vickery-Smith and Tess Symes.

We will greatly miss Helen as CKW Deputy Director of Medical Service. Helen's quiet, kind, focused approach to her role has been well respected and enjoyed in our team. I am in awe at how Helen has managed to juggle motherhood after returning from maternity leave and achieving all the things she has in a short three-day week.

We will greatly miss her smile, quiet humour and overwhelming care for our community, patients, colleagues, medical staff and all staff. It was lovely to hear Helen's positive reflection on the change across the CKW clinical directorate and the improving culture.

Helen, thank you for your medical leadership. We wish you all the best at TPCH. We will miss you and hope you will be back!

Tess has been acting in the Director of Nursing and Midwifery role at CKW for the past six months.

She has certainly been a strong and positive advocate for nursing. It has been wonderful having her in the role and as part of the executive team.

Tess has provided visible and accessible leadership and support to the nursing team, adding her proactive and positive approach to our CKW team more broadly.

She is heading back to her substantive role in the Aboriginal and Torres Strait Island Senior

Leadership Team. I look forward to her continued presence and support in that role.

Tess, thank-you for taking on this challenge and being so engaged and focused on improving our service to the CKW community and making CKW a better place to work!

CKW will welcome Vanessa Smith as our permanent Director of Nursing on Monday 7 April. I look forward to introducing her to our CKW team in the coming weeks.



Welcome Deadly Start Students

I was pleased to welcome Deadly Start students to Caboolture Hospital during their orientation yesterday. These students are studying a Cert II and Cert III, with many showing a keen interest in pursuing nursing.

As part of the Deadly Start program, they will be spending one day a week with us for the next 12 months, gaining hands-on experience across various teams while earning and learning. The hope is that this program will pave the way for future nursing or allied health professionals.

The students had the opportunity to meet with a range of our Aboriginal and Torres Strait Islander Health Services staff, including our Indigenous Hospital Liaison, Senior Health Workers, Community Engagement Officer, Patient Services Officer, Manager, Acting Director of Nursing and Midwifery, administration officers, Director of Systems and Performance and our Cultural Capability Officer. This was a great chance to showcase the diverse roles and variety of career paths available here at Caboolture Hospital.

They also had the chance to hear from our professional teams, supervisors and managers about the different streams within the hospital, take a tour of key areas and engage in informal yarns with our staff about working at Caboolture.

It was my pleasure to meet the students and share a few words of encouragement with them as they embark on this exciting journey. I wish each of them the very best in their studies and future endeavours.

I have encouraged them to talk to all and any of you, but please make sure you take time to yarn with them also as they have so much to teach us.

It was impressive to note that they all live close by which means they really are our future workforce. Let's make this a fantastic experience for them.



Have your say survey

Team: Protective Services

You **told** us that roster completion and distribution did not provide reasonable notice to support staff to manage their work life balance.

We **interpreted** this to mean that staff needed sufficient notice about work shifts so they can plan their home life, de-stress and spend time with loved ones.

We have:

- Now have administration support to assist with generating the rosters
- With new processes in place, rosters are being distributed within a reasonable timeframe, giving more time to make plans to spend time with those who matter most!



ieMR Program
Caboolture and Kilcoy Hospitals
7 May 2025

ieMR Go-Live

Days Hours Minutes
39:20:42

ieMR progress update

Now with less than six weeks until integrated electronic Medical Record (ieMR) go-live, you will start to notice more ieMR devices across Caboolture and Kilcoy Hospitals. Most notably, the first

Workstations on Wheels (WoWs) were delivered to Caboolture on Wednesday and will be rolled out throughout the facility next week.

While another exciting pre-go-live milestone for us to enjoy, please ensure you don't touch your work area's WoWs and other ieMR devices - unless specifically advised - before go-live on 7 May 2025. This is to ensure machines remain functioning-as-expected while undergoing deployment testing, prior to go-live.

If you wish to practice using a WoW, ieMR scenario sessions will continue at both Caboolture and Kilcoy hospitals over the next several weeks. We've seen great uptake for these ieMR scenarios, with 284 staff participating in a session this week alone.

ieMR scenario sessions can be delivered directly in your work area. These profession-specific sessions are a great opportunity to practice common workflows and areas of system functionality that you will use in your work area.

[Click here to view the ieMR scenario schedule](#) if you'd like to see when the next session is happening in your work area.

While using the WoW as part of scenarios, it is also worth practicing the techniques highlighted in the video below for how to deliver patient-centred care while using devices and documenting in ieMR.



Regardless of whether we're documenting on paper or within the ieMR, it's essential the patient remains our centre of attention while delivering care.

Reflection

Well, as we come to the end of my working week, it is certainly very wet outside, which means I run without music. AirPods do not swim well. This means that rather than listening to music, I am able to reflect on a few things that have happened this week around different ways of working and different ways of being.

In my leadership career, I have been known for successfully putting teams of very different people together - including people with different views, ways of working and styles.

Health is full of many different people and the one thing that brings us all together is our commitment to care and improve the health of our community – though we may articulate that differently.

The key to success in having diverse teams is that embody tolerance, curiosity, integrity and kindness. It also pays to have an interest in why people work the way that they do, especially when they are challenging for you. I like to openly discuss any issues with each other before

escalating to others. While this can be confronting at times, especially when someone is more senior to you, it is an important part of being and building a high performing team.

I have, for most of my career, had a process of identifying the most different people to myself and the people I might be most challenged by. I purposefully engage with them to understand them better – by a taking a break, coffee, walk or just spending time enquiring about their role and work.

My biggest disappointments are when teams or individuals end up at loggerheads over misunderstandings or style differences that could have been discussed and worked through. I find very few people intend to cause discomfort, upset or unhappiness and it is often easier to fix than imagined, with a little kind curiosity and honest discussion.

I encourage you all to take the time this week to chat to someone who challenges you or who you would like to understand more. You never know what you will learn and what is going on for them.

Thank you all again for all your hard work!

To those of you heading on days off, have a great weekend and be careful in this weather. For those of you working, thank you!

Quote of the day

*“Coming together is a beginning. Keeping together is progress. Working together is success”
Henry Ford.*



**Got a question
or suggestion for the
CKW Executive Director?**

EMAIL ASK KARLENE



Kind regards,

Karlene Willcocks

Executive Director,

Caboolture, Kilcoy and Woodford

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